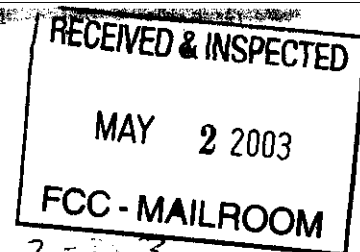


TO: COMMISSION'S SECRETARY  
OFFICE OF THE SECRETARY  
FCC  
445 12TH ST, SW  
WASHINGTON DC 20534



11-23-03

CG DOCKET 02-278

In regards to the FCC (Federal Communications Commission) in making a decision on whether or not to follow the FTC (Federal Trade Commission) and authorize a National Do Not Call Registry, I disagree. I am a working individual and I along with many people in this industry, need their job. I understand a lot of people don't like getting these calls and they shouldn't have to. there are people tho that really don't mind getting these calls and they are the ones who give us our jobs. I hope that when you do hear from people like me who oppose this that you will make the right decision.

THANK YOU

tele performance USA

Oak Lawn IL

TSA

Marguerite Luchsinger

9520 S. Mayfield

Oak Lawn IL 60453

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

4/23/03

Commision's Secretary

Office of the Secretary

Federal Communications Commission

445 12<sup>th</sup> street, SW

Washington D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of

I work at Teleperformance U.S.A in Des Plaines, ILLinois.

I am a TSR for this Company, and I like my job because I get to interact with all different people from all over the world... I like the product we sell I would get it for myself and we give the people the choice to get our product... My job is important to me because

it supports me and my family... If I was to lose my job my family would have no food or a place to live...

I oppose the National DNC list and restrictions on Predictive

Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules...

Thankyou for your full consideration on this topic...

Robert Gale

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

Commission Secretary  
Office of the Secretary  
Federal Communication Commission  
445 12<sup>th</sup> Street SW  
Washington D.C. 20534

Ref CG Docket NO 02-278.

Rules and Regulations Implementing  
The TCP act 1991.

I work for Teleperformance US  
in Los Angeles CA.

I am a 45B. The Reason  
why I work for Teleperformance  
US is My husband was a  
Victim of Identity Fraud. 14  
years ago because of the fraud.  
We lost our Credit to this  
day. We live without, on  
a daily basis I speak to consumers  
on how to protect their Credit.

I feel good when a customer  
on the other line just says thank  
you, because I inform them of  
issues to be aware of on a daily  
basis. If Teleperformance did  
not provide the service how  
many people would never  
check their Credit.

by letting them know about  
the Service hopefully I can  
help one person everyday.  
I can't imagine if they had  
to go thru the pain of living  
without credit as I do.

Yours Truly,

Diane Mays  
Des Plaines

4-23-03

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278

RULES AND REGULATIONS IMPLEMENTING THE  
TELEPHONE CONSUMER PROTECTION ACT OF 1991

I WORK FOR: TELEPERFORMANCE USA  
2200 E. DEVON AVE.  
DES PLAINES, IL 60018

My job title is: TSR (TELEPHONE SALES REP.)

How I feel about my job - I take my job very seriously and try to work to the best of my ability everyday - I try to perform and work well w/ people and everyday situations.

Product and services - are interesting and important to the people - I encounter different people everyday, if they don't like the product or service they can say simple YES OR NO.

My job is VERY IMPORTANT AND would be  
DEVASTATING to ME if I WERE to lose my  
job.

I OPPOSE the decision the NATIONAL  
DNC list AND RESTRICTIONS ON PREDICTIVE  
DIALERS AND I SUPPORT TELEPERFORMANCE  
USA'S AND THE AMERICAN TELEMARKEETING ASSC.  
PROPOSED MODIFICATIONS to the FTC RULES

THANK YOU FOR YOUR CONSIDERATION ON  
this topic.

Deifina Constanta  
(DEIFINA CONSTANZA)

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

4/23/03

Commissioner's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 K 12 Street, SW  
Washington D.C. 20554

Ref: CG Docket No 02-278  
Rules and Regulations Implementing the Telephone Consumer  
Protection Act of 1991

|| Market USA, Displainer, Chicago, IL. I am  
a TSK, I answer calls when people call to  
get their cards activated. I feel that people  
depend on me to use their Sears cards. I feel  
great about my job. I feel that the  
products we sell are a great buy. I  
feel that the people always have a right to  
decline the product, but by the product being  
a great buy, I always offer it to the customer.  
The importance of my job helps build character.  
It molds me to become more responsible, and more  
concerned with others. My job is very important  
to my family because it provides for them. It  
shows ~~that~~ hard work and dedication to the community.  
The impact on my family & me if I lost my  
job would be devastating because everyone has a  
job to do. I do oppose the National DNC list. &  
I support Teleperformance USA & ATA. KEVIN JONES

MAY 2 2003

FCC - MAILROOM

April 25, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554

Ref: CG Docket No 02-278  
Act of 1991

To Whom it May Concern:

I am employed at Teleperformance USA in Streator Illinois. I have been employed here for over 4 years.

As a result of my employment I am no longer on Sect 8, Food Stamps or medical card. My children no longer have to wait in the free lunch line at school.

I am able to spend the money I earn in the Community. It was raised in. Which in turn pays the taxes for the people that are annoyed by "telemarketers". Do you not think that these people would be more annoyed with



Tax increases or does anyone  
care.

I have a part time job waitressing  
and always hear the negativity of  
telemarketers. Well I say I spoke up  
and said "Would you rather have your  
phone ring and you able to say "No"  
or would you rather have your taxes  
increase with you having no say. After  
I stated that side of it my customers  
were able to realize that there is an  
actual person making a living on  
the other end.

Instead of having commercials  
to stop telemarketing come to our  
reality and make a commercial of the  
real, and good people making those calls.

Sincerely  
Tracy Bauer

RECEIVED & INSPECTED

MAY 2 2003

FCC-MAILROOM

April 23, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278  
Rules & Regulations Implementing the  
Telephone Consumer Protection Act of 1991

I am currently employed by  
Teleperformance USA in Des Plaines IL.  
as a Trainer for both an in-bound  
and out-bound calling center.

I find this position very  
rewarding as it provides support  
for my four daughters and myself.  
I also get to see the happiness  
on the faces of new Reps. when  
they realize their job search of the  
past nine months is over. The  
current economic situation has  
created many a hardship for many.

I teach the T.C.P.A. act of 1991  
and stress the need for compliance

I believe in both the products  
provided to our customers, and also  
the integrity of our phone Reps.

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

4/23/03

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission

445 12th Street, SW

Washington D.C. 20554

Ref: CG Docket NO. 02-279

Rules and Regulations Implementing the Telephone  
Consumer Protection Act of 1991

Teleperformance USA - Des Plaines, ILLinois

Title: TSR

I like my Job. I give total quality Customer Serv

The products and Services that we offer  
can be beneficial to almost anyone who  
qualify.

My Job is very beneficial to me and my  
family.

There can be a devastating impact on my  
Life as well as others.

I Strongly Support Teleperformance USA's  
And the American Telemarketing Association  
Proposed modifications to the FTC Rules

Lindsey Gooden

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

4-23-03

COMMISSION'S SECRETARY  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>TH</sup> Street, SW  
WASHINGTON D.C. 20554

Ref: CG Docket No. 02-278  
Rules and Regulations Implementing the  
Telephone Consumer Protection Act of 1991

I am a employee of Teleperformance  
in Des Plaines Ill.

I am a TSR, my job is quite vital to  
my well being.

I feel the product we sell is decent  
for young people trying to make  
a start.

My job is important to me because  
I'm trying to buy my first  
car. If I lose my job I'll have  
to start from scratch.

I feel telemarketing is a save  
to a lot of people wanting a career  
in the work force. I support  
Teleperformance's ideals.

THANK YOU FOR YOUR CONSIDERATION  
ON THIS TOPIC,

TREVOR ALLEN

4-23-03

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone  
Consumer Protection Act of 1991

I work at Teleperformance USA in Des Plaines, IL, and I am a TSR, where we activate Sears Credit Cards and several other programs, I work mostly with the Sears Spanish customer. I enjoy my work, I enjoy coming to work and the people I work with and come in contact with on a daily basis. The product we offer is a great benefit for the customers and most accept it very greatly.

My job is very important right now, we are living in a time where a good job is hard to come by. I have been at this company for 1 year and 4 months, and the truth is if this law would go in affect a lot of people would be out of good jobs we enjoy, the opportunity the customers have

for good services will no longer be available. If I loose my job it would impact my family tremendously, I am a daughter of two disabled parents, and my help financially is of great benefit for them. Like I said right now it is not very easy to find employment at this time due to the economy. I don't think that the way the economy is now we can afford to have 8,000 people or more without employment.

I Support Teleperformanc USA's and the American Tele marketing Association's proposed modifications to the FTS rules.

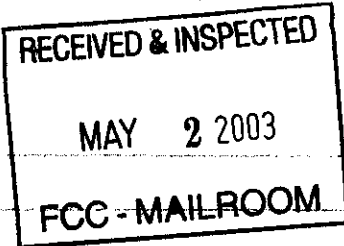
I oppose the National DNC list and restrictions on Predictive Dialers.

We need to focus on creating more need jobs and not take away jobs from good honest working middle class citizens.

Thank You for your full consideration on this topic

Esmeralda Astacio

4/23/03



Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref: C6 Docket No. 02-278  
Rules and Regulations Implementing the  
Telephone Consumer Protection Act of 1991

I work in Des Plaines, IL for Teleperforman  
USA. I am a representative in the calling  
center, I'm basically a TSR. I feel that my  
job has pretty much managed to pay my  
way through college, I haven't graduated yet  
but I find my job very convenient for my  
schedule. It's also my only source of income  
and it's doing the job of paying my bills.  
~~The products and services we sell and the~~  
people to whom we sell to, seem to not mind  
that we offer these products and services.  
If they don't want to hear about them they  
just say no. We're not forcing them to  
accept anything. The products and services  
we offer them are only for their benefit  
not ours. I find that people who accept  
our products and services are very appreci  
ative for being offered such service.



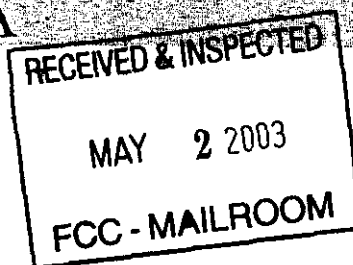
The importance of my job is that I can afford to lose it, for the simple fact that I'm not very experienced in anything else and I've been trying for a while to find something else but it seems that no one's hiring. The economy is so bad that almost everyone I know that's looking for a job has a difficult time finding one yet alone finding one that pays well. If I lose my job I wouldn't be able to pay my bills and the first thing I would do is go to unemployment. I would probably fall behind on my payments and end up getting bad credit which would affect me later when I want to buy a house or a car.

I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Diana Aceves

# Teleperformance USA



April 25, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
4445 12<sup>th</sup> Street, SW  
Washington D.C. 205554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Sir or Madam:

I'm writing to you today to talk about the Telephone Consumer Protection act, and the possibility of a National Do Not Call List. I work for Teleperformance USA, as an Agent Administrator, in their Oakbrook Terrace facility. I manage some of the equipment such as the headsets the TSR's (telephone sales reps.) use. I also make sure no one is misusing his or her time and that everything runs smoothly.

Now I'm not going to give you another sob story because quite frankly I can get another job and don't necessarily need this one, but I do enjoy my work and would not look forward to finding another job, I would probably collect unemployment for as long as I could before finding a new job anyway, after all I "earned" it right? Although, if you want to commit economic suicide in an already ailing economy then go right ahead and inflict this act. Because that is exactly what you'll be doing. Not only will the people who work in the call centers around America be affected but also the many people who manufacture and repair the equipment used in these call centers.

We sell mostly protection for credit cards and in some cases, insurance for the people who have these cards. We have credit card protection, and for eligible callers and accidental death plan. Now I started on the phones here and a lot of the people I talked to loved the plan, some of them even said that they protect all their cards and would not be able to sleep at night were it not for their insurance. Now of course not everybody was in love with the plan but a simple no thank you does suffice.

The call center I work for is made up mostly of minorities and single parents who might not otherwise be able to work. It's hard enough for a young single mother out there; let's not take away her only source of income.

Let's look at another thing. If you have a warranty on your car that expires in three years but you put your name on this list, then legally, the company you have the warranty with will not be able to call you simply to remind you that your warranty is up.



April 25, 2003

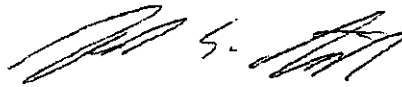
Page 2

Now a lot of people like to buy extended warranties to keep things like their car troubles out of their mind, but don't always remember when their warranty is up.

And let's not forget about all the people who manufacture and repair the equipment we use. The headsets we use are specifically designed for the phones we use. Now these phones aren't going to be found in any home. As a matter of fact a lot of our equipment is only going to be found in call centers around America. We have a lady, Cathy Marcalini, who repairs and sells new headsets, looks like she'll need a new job, and the thousands of factory workers who make electronic devices for us are going to have to find new ways of employment as well.

In other words, I strongly oppose the National Do Not Call List and restrictions on Predictive Dialers, and economic suicide. The only thing this list is going to do is take jobs away from hard working Americans and give them to people in other countries, because, let's face it, companies like the one I work for will just leave this country and move to other ones like Canada or India. Which is good for them, but bad for us. I do however see nothing wrong with the American Telemarketing Association's proposed modifications to the FTC rules. Without companies like the one I work for there will be an increase in unemployment of unimaginable proportions. Now this will also increase taxes, after all someone is going to have to flip the bill for all those new faces in the welfare line. Think about it, by putting into effect a National DNC list you'll be putting so many people out of employment. So just think before you act, that is all I ask.

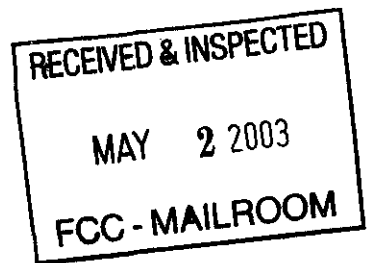
Thank you for your full consideration on this topic,

A handwritten signature in dark ink, appearing to read 'J. Fishel', with a stylized flourish at the end.

Joseph E. Fishel  
Agent Administrator

April 23, 03

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations implementing the Telephone Consumer Protection Act of 1991.

My name is Jason Stamps and I work for Teleperformance USA in Oakbrook Terrace IL. I work as a telephone service representative (TSR), and I honestly love my job. Not only do I love my job, but I need my job. Each and every day we call people who are in need of a very valuable service, or are in need of some one to interact with. Some people love when we call them, especially the elderly, because they need and want some one to express their ideas and thoughts to. Most people would say that telemarketers are annoying, and these are the main people we can't call due to special phone services and devices.

The bottom line I'm trying to make is we need our jobs. Not just as an individual, but as an economy and a company. If anything happens limiting the number of people we call, our jobs are almost guaranteed to be lost. This strongly affects our economy, our pocket book, companies, families, education and many other things that have not been considered. Over 80% of all the people I work with use their pay check to pay for college, purchase items from local stores, provide for their families or give back to the economy in some kind of way. If our job is lost what does mean for our government? More welfare, unemployment and more things our economy and country just plain out don't need. So, why focus on something that would hurt

my self and so many others. We're not the problem. A lot of people, if asked, would tell you, "It's not the telemarketer's, it's the bill collectors".

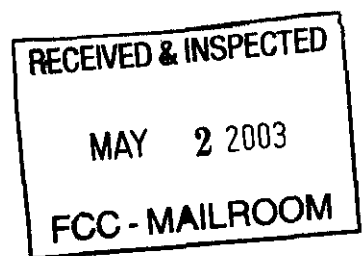
People get us confused with bill collectors very often, and by regulating the number of people we can call won't stop the bill collectors, so why take away millions of jobs, and put well know companies out of business for nothing? It's pointless, and it's just plain not right. We all love and cherish our jobs.

Telemarketing is a marketing technique, it isn't looked<sup>d</sup> at as wrongful activity. So, please be considerate of ~~the~~ us, your country, and innocent lives.

I oppose a National DNC list. Thank your  
for your full consideration of this issue.

April 23, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work for Teleperformance USA in Oakbrook Terrace, Illinois. For the past four years, I have been a call center supervisor for this company. In that time, I have seen many diverse people choose to work in telemarketing as telephone sales representatives. I have had the distinct pleasure of supervising college students, single mothers and fathers, and working class men and women who need a double income to support their families.

Many people in this country believe that telemarketers are just faceless voices on the other end of the phone line disturbing their dinner. I understand that way of thinking, as I was one of those people before I started working in the business. What they fail to realize is that these voices are the voices of the working class trying their best to make ends meet. These are the voices of decent, honest, hard working individuals paying their way through college or feeding and clothing their families. Three years ago I was privileged to supervise a woman who was working tirelessly to turn her life around under then President Clinton's Welfare to Work program. I am proud of the work my representatives and I do.

We offer beneficial services to consumers such as identity theft protection and credit card insurance. These services help protect consumers in the event that their identity is stolen or they lose their jobs or become disabled. These programs are very important especially in our fragile economy. Authorizing a national Do Not Call list would eliminate approximately 60% of our current customer base and basically the same percentage of jobs. In turn, the unemployment rate would drastically increase and could possibly force single parents such as the representative mentioned above to once again rely on welfare.

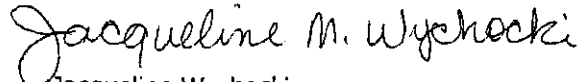
Like many Americans, I have a rent, car payment, car insurance, credit cards, and student loans to pay. Losing my job because of tighter restrictions on telemarketing would be disastrous for my family and me. My parents are both

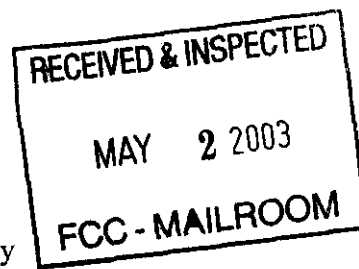
on social security and rely on me to help them out financially. I could no longer help them if I lost my job.

Please understand that the decision you make is about more than eliminating an "annoyance." It is about deciding whether or not hard working Americans lose their jobs, jobs that are difficult to replace in the current economy.

I oppose the National DNC list and restrictions on Predictive Dialers, and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

  
Jacqueline Wychocki  
2206 W. Berteau  
Chicago, IL 60618



Raymond T. Steele  
1716 West 80th. Street  
Chicago, IL. 60620

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup>. Street, SW  
Washington, D.C. 20554  
Ref: CG Docket No. 02-278  
Rules and Regulation Implementing the Telephone Consumer Protection Act of 1991

April 24<sup>th</sup>. 2003

To Whom It May Concern:

I am contacting your office because I strongly oppose the National Do Not Call List on Predictive Dialers that the FCC is considering. I feel that if this rigid guideline is enforced that many Telemarketing companies will severely cut their personnel staffs. By this measure thousands, possibly hundreds of thousands will be forced out of work. The people that I speak of are not just young adults, but working mothers, minorities and people who do not have a lot of employment opportunities.

I happen to work for a company that utilizes Telemarketing companies and the service they provide is very essential to our Marketing Department strategy. I have family and friends that work for these companies and they feel that the work they do is beneficial not only thru sales but forecasting future Marketing trends. While it is true that some of these companies should be held to stricter guidelines, it could possibly be handled through company-specific do-not-call list rather than this damaging national list. This overbroad and burdensome plan if implemented would devastate companies leaving many of them to eliminate jobs and force people onto Welfare and unemployment rolls.

*Continued on next page*



Due to the recent events of the past year unemployment has grown significantly. Many companies (including my own) have consolidated their staffs and closed plants, thus increasing unemployment costs and hurting an already ailing economy. I urge you to please reconsider this plan in favor of a more moderate solution that can accomplish the objective of protecting consumers without unduly burdening the teleservices industry and killing the job it creates. There are other less destructive ways to protect consumers, such as company-specific do-not-call list, devices and services to screen calls, or simply saying not thank you and hanging up. These are not scam artist looking for ways to trick consumers over the phone, but good people who are just trying to support themselves and their families.

I thank you for you full consideration on this topic.

Sincerely,

*Raymond T. Steele*

Raymond T. Steele